

Tell us how it really is.

The year, April 2014 to March 2015.

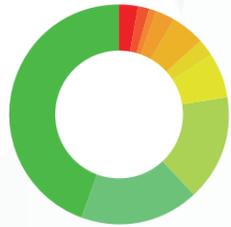


What the colours mean



How easy is it to get things done?

Moving in



Getting a repair



Home improvement



Gas servicing and repairs



Receiving support



Complaints



Recommending us to a friend



84% the last three months

7.1 the last three months

7.7 the last three months

84% the last three months

82% the last three months

7.0 the last three months

Every quarter we take a closer look at customers' feedback to see whether we can spot any trends in how we could improve.

Here are the areas we're focusing on fixing.

What's the issue?

Customers are unhappy that appointments are rescheduled. We have identified that an increase in the number of jobs that are prioritised as an emergency has had an impact on this.

What are we doing?

We're much clearer now on how we prioritise repairs, we noticed that 1 in 4 jobs were being prioritised as an emergency and some shouldn't have been. If you have an emergency we'll fix it straight away, where it isn't an emergency on average we'll fix it within 2 weeks. Customer services now have direct access to engineers' diaries and can appoint directly to them based on availability and location. We are also tagging jobs as 'same day' or next day' rather than '24 hours' to avoid customers having to stay in for extended time.

Aim: Our aim is for less than 10% of jobs raised to be classed as an emergency within the next 3 months and to see a reduction in negative feedback regarding rescheduled appointments.

You can have your say on how we're doing and influence services by emailing us at feedback@bromford.co.uk or just heading over to www.bromford.co.uk/feedback-and-performance/

What's the issue?

Customers are getting frustrated when it feels like a colleague can't resolve their issue or when there's a delay because a colleague seeks permission to make a decision.

What are we doing?

We recognise that we need to focus on what we need to do to give colleagues the knowledge, experience and confidence to do the right thing. This includes a review of what we expect from colleagues having conversations with customers - focusing upon quality conversations, resolution and how the customer was left feeling. As a result we are investing in training and our systems within our customer services team; giving our colleagues better information to make a decision and resolve customer issues.

Aim: To see issues resolved faster for customers.

What's the issue?

A number of customers have reported damp and mould in their properties and we've challenged ourselves to investigate the main cause of these issues. This problem is sometimes magnified when we raise expectations that it can be resolved through a repair by sending out a surveyor.

What are we doing?

We're taking a fresh look to understand the problem and progress how we will; better manage customers' expectations, better resolve reports of damp and how this links to customers health and fuel poverty. In the meantime we're developing a colleague toolkit to enable improved questioning and advice on damp and mould. We're also developing an online damp management toolkit for customers that will help prevent and tackle the cause of damp. In one development where we have a particular issue we are trialling a number of technical solutions to establish the best option. In addition to our Home Improvements programme, last year we invested a further £1.25m on heating upgrade programmes to help combat this issue further.

Aim: We want to better understand the causes of damp and mould in our properties so a long term plan can be put in place. We also want to test whether some of the things we are already implementing have a positive impact. We are unlikely to have reliable results until April 2016 as this is predominantly a seasonal issue that's exacerbated by winter weather.

What's the issue?

All our homes have valid gas safety certificates which are currently posted to customers. Last year, 20% of customers that gave feedback said they hadn't received their certificate when we spoke to them.

What are we doing?

Tomlinsons, our main gas contractor, will now print gas safety certificates at the customer's home, giving immediate assurance that gas appliances are safe. Our other contractors will continue to post every certificate to every customer as confirmation. We're also trialling a text service with Liberty Gas to provide updates on parts and appointments, if successful we'll roll these new services out to all customers.

Aim: All customers receive a gas safety certificate as soon as possible.

What's the issue?

We ended a relationship with one of our gas contractors who wasn't performing well; with over 31% of customers not recommending their work to a friend.

What are we doing?

We have re-procured our gas contract. Gas servicing and repairs for Staffordshire and the West Midlands are now being delivered by either J Tomlinson or Liberty Gas.

Aim: To see an increase in advocacy for gas servicing and repairs.

What's the issue?

Customers were having to wait for call backs to book appointments with our gas contractors.

What are we doing?

We're introducing a new system which will be trialed with our largest contractor. This allows appointments to be booked directly into our contractors' diaries whilst giving us an early indication of work in progress and greater visibility of their performance.

Aim: For customers to get their appointments booked in more quickly and a reduction in negative feedback about this issue.